



State of Illinois
Illinois Commerce Commission
Service Quality and Customer Credit Reporting
Quarterly Filing

Verizon North Inc.
for Filing Period 4/1/2009 to 6/30/2009
Tracking Number 3071

Performance Data - Code Part 730

	April	May	June	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	4.41	4.27	4.07	4.25
B. Operator Answer Time - Information Section 730.510(a)(1)	3.06	2.56	2.79	2.80
C. Repair Office Answer Time Section 730.510(b)(1)	28.03	38.94	42.95	36.64
D. Business or Customer Service Answer Time Section 730.510(b)(1)	50.77	48.49	47.91	49.06
E. Percent of Service Installations Section 730.540(a)	98.02 %	92.81 %	88.81 % *	93.21 %
F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535(a)	95.59 %	92.92 % *	95.33 %	94.61 % *
G. Trouble Reports per 100 Access Lines Section 730.545(a)	0.91	1.52	1.39	1.27
H. Percent Repeat Trouble Reports Section 730.545(c)	13.10 %	14.68 %	18.33 %	15.37 %
I. Percent of Installation Trouble Reports Section 730.545(f)	4.74 %	5.69 %	5.51 %	5.31 %
J. Missed Repair Appointments Section 730.545(h)	50	104	66	73
K. Missed Installation Appointments Section 730.540(d)	10	74	47	44

Credit due in accordance with Section 732.30(a)

Out of Service More Than 24 Hours	April	May	June	Totals
A. Total dollar amount of all customer credits paid	\$3,182.21	\$5,850.40	\$8,640.17	\$17,672.78
B. Number of credits issued for repairs - 24-48 hours	202	212	355	769
C. Number of credits issued for repairs - 48-72 hours	77	55	124	256
D. Number of credits issued for repairs - 72-96 hours	14	18	46	78
E. Number of credits issued for repairs - 96-120 hours	5	2	65	72
F. Number of credits issued for repairs > 120 hours	3	1	47	51
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	1059	6174	3910	11143
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(b)

Failure to Install Basic Local Exchange Service	April	May	June	Totals
A. Total dollar amount of all customer credits paid	\$991.58	\$988.36	\$3,317.87	\$5,298.00
B. Number of installations after 5 business days	129	121	278	528
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	1	2	30	33
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	33	18	18	69
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(c)

Missed Appointments	April	May	June	Totals
A. Total dollar amount of all customer credits paid	\$2,450.00	\$3,950.00	\$7,650.00	\$14,050.00
B. Number of customers receiving credits	53	80	178	311
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	10	8	8	26